Product Number: 4202.01.15

BIC

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The BIC (Brand Inspection Certificate) application allows an accounting technician in the Department of Agriculture and Food to enter BIC transactions and check for accuracy of the transaction certificates and accompanying monies. It tracks overages and shortages by the Livestock Inspector who collected the monies.

Definition of terms:
Data Owner: The manager considered the "owner" of the application's data. This person is designated, in writing, by the Division Director. This person has authority to authorize user access and authorize release of data to outside entities.

Normal Business Hours: 8 AM to 5 PM, Weekdays, except holidays.

Resolution: An application problem will be considered "Resolved" when the problem has been fixed, the fixed version has been tested in the development environment, and is ready to be moved to production.

Subsequent movement of the fixed application from development to production is dependent on change control requirements and posting to production by DTS Hosting. The hours of support required for BIC are listed below.

Application	Support Hours	Days of Week
BIC	7:00 a.m. - 4:00 p.m.	Monday - Friday except holidays

Product Features and Descriptions

Feature	Description

Authorization by User	The application has restrictions, by user id, on the types of functions the user may perform and, in some cases, the category of data they can perform it on.
Minor Changes	A Minor Change is defined as a change requiring less than 24 work hours. Minor changes will be performed as part of the application support but will need to be worked into the support schedule.
Online User Documentation	By selecting the Help tab a button is available to view the current user documentation.
Check BIC receipts	The application allows entry of the certificate and the monies received for the livestock brand inspection. It also flags any discrepancy between what the BIC should have been and the money actually received.
Cash Entry	When the BIC batch from a Livestock Brand Inspector has been completed, This application posts the receipts into the department Cash Receipts database.
BIC Log	Tracks certificate number issued by Inspector
Interfaces	Read users' authorizations from the agency Customer SQL database. Read of counties, zip codes, etc from the agency Customer SQL database. Export of BIC receipts to the agency Cash Receipts application Input of accounting codes from the agency Cash Receipts application Input of Brand Inspectors and name and address from the agency Customers database.
Reports	Prints reports for Beef Promotion collections, BIC Statistics, Certificate numbers issued, and Out-Of-Balance reports.

Features Not Included

Feature	Explanation
User Training	DTS support does not include user training. Training for enhancements will be covered under any enhancement project.
Enhancements	Enhancements will be scheduled as an application project and prioritized into the development schedule after consultation with the agency CEO or his designate.

Rates and Billing

Feature	Description	Base Rate
Application Support	The application will be supported during normal business hours. Should the agency CEO request 24x7 emergency support for a period of time the extra hours will be billable at the DTS application maintenance rate.	Refer to DTS Rate for Application Maintenance.

Network Support	Monitoring, troubleshooting and support to ensure uptime and sufficient performance throughout the DAF networks.	Refer to DTS Rate for Network Services.
Security	Enterprise Information Security encompasses the provisioning and management of information security services and solutions to all Executive Branch agencies.	Refer to DTS Rate for Enterprise Security.
Enterprise Hosting Services	Enterprise Hosting Services is the management of servers, storage, backup and restore for executive branch agencies within the State. It includes installation, deployment, maintenance and support of the operating system (OS), web server and application server software.	Refer to DTS Rate for Enterprise Hosting Services.
Desktop Support	Physical replacement and maintenance of Desktops. This includes peripherals (printer, scanner, slip printer, cash drawer). Actual purchases made by DAF.	Refer to DTS Rate for Desktop Support/Service Desk.

Ordering and Provisioning

Application Support (Normal): For support which is to be performed during normal business hours the customers will continue to call the Help Desk. The Help Desk will refer the problem to the IT Analyst responsible for this application.

Application Support (Emergency): For support which is to be performed during hours outside of normal business hours the Agency CEO, or his designate, will send a written request to the IT Director requesting that the application be supported during extended hours for a period of time. This request will constitute approval of overtime charges to the agency. The request may be in electronic form.

Minor Changes: May be requested by an individual user but will require the approval of the data owner, which is the Division Director, or his designate.

DTS Responsibilities

1. **Analysis.** DTS will Analyze customer's business needs and translate into application specifications. Review existing code and determine where and how to make changes or repairs.
2. **Archiving.** Perform those annual archiving functions, if any, that require DTS authorization.
3. **Coordination.** DTS will coordinate fixed and changes with users of the application and any interdependent systems.
4. **Decision Making**. DTS will define technical requirements and methods for achieving the business needs. They will also estimate hours required to implement and document repairs or changes If multiple fixes or minor changes are requested at a time DTS may determine whether to implement them individually or at the same time.
5. **Documentation**. DTS will update the basic user and/or technical documentation as needed.
6. **Fee and Parameter Changes.** DTS will modify those fees or parameters, which it is responsible for, within a reasonable period after receiving written notification of the changes from the Data Owner.
7. **Form or Report Changes.** DTS will implement changes to forms or reports within a reasonable period after receiving written notification of the changes from the Data Owner.
8. **Periodic Maintenance.** DTS will compact data or clean up code to maintain performance.
9. **Testing.** DTS will test fixes or changes to assure they do not adversely affect the application.
10. **User Authorization.** User authorization to this application may be changed by DTS in accordance with the Application Authorization form which is signed by the Data Owner.

Agency Responsibilities

1. **Documentation.** If the agency wishes more extensive documentation or documentation in a difference format than the basic user documentation provided by DTS then it may develop and provide that documentation. Review of such documentation by the IT Analyst assigned to this application is strongly encouraged to assure accuracy of the documentation.
2. **Fees or Parameter Changes.** The Data Owner or designated agency program manager will responsible to notify DTS as early as possible of any changes in fees or parameters which DTS is responsible to adjust in this application or in related applications.
3. **Form or Report Changes.** The Data Owner or agency program manager will coordinate such changes with DTS as early as possible so that DTS can assure the application functions with the appropriate forms and produces the appropriate report formats.
4. **Prioritization.** Agency CEO, or his designate, will notify the IT Director if any particular fix should take precedence over other application maintenance.
5. **User Training.** The employee who uses the application day in and day out typically has a better understanding of how to use the application. The agency division who uses the application will provide training or cross-training to their own personnel.

DTS Service Levels and Metrics

In an effort to improve service to our customer agencies, DTS will measure and report on the following enterprise metric goals:

- Application Availability
- Resolution Time
- Initial Response
- First Contact Resolution
- Customer Satisfaction Surveys

Application Availability:

Application availability measures DTS' efforts to ensure agency key business applications meet the percent of availability goals identified in the agency Service Level Agreements (SLA). DTS will determine application availability based upon the collective measurement of the configuration items (both hardware and software) which are determinant to supporting the agency business services applications. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months and posted to the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
BIC Availability	98%

Resolution Time:

Resolution time measure DTS' efforts to resolve customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Total Time to Resolution	Target: Percent of Tickets Meeting Priority Time lines
Low priority - 6 Business hours	90%
Medium priority – 4 Business hours	90%
High priority – 3 Business hours	90%
Critical priority – 3 Business hours	90%

TTR is not applicable to application fixes because application support staff may need to familiarize themselves with the application's coding style, database structure(s) and interdependencies to insure that they resolve the issue without causing other problems
Times exclude those tickets in a "Pending" status waiting a know bug fix.

Initial Response:

Initial response measure DTS' efforts to respond to customer incidents within the time lines set below based upon urgent, high, medium and low priorities. These metrics will be reported each month by agency with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at: http://dts.utah.gov/metrics/index.php.

Time to Initial Response	Target: Percent of Tickets Meeting Priority Time lines
Low priority – 1 Business hour	85%
Medium priority – 1 Business hour	85%

High priority – 1 Business hour	90%
Critical priority – 30 Business minutes	95%

First Contact Resolution:

First contact resolution measures DTS' efforts to resolve customer incidents on initial contact with either our help desk or a technical specialist. These metrics will be reported each month, by agency, with a cumulative report showing DTS' efforts over several months. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Metric Description	Target
First Contact Resolution	**65% of all incidents reported resolved on initial contact**

FCR does not apply to application fixes because the First Call does not go to application support staff.

Customer Satisfaction Surveys and Reporting:

All users/customers whose technical incidents are resolved by DTS staff will be given the opportunity to respond to an on-line survey regarding their level of satisfaction with the support received from DTS. Responding to the survey is voluntary.

The chart below identifies DTS enterprise goals for customer satisfaction. Cumulative monthly reports will be created displaying the customer's level of satisfaction with DTS support. These reports will then be posted on the DTS Metrics web page at http://dts.utah.gov/metrics/index.php.

Customer Satisfaction Target

Metric Description	Target
Average level of satisfaction with resolution efforts	≥ 4.5 on a scale of 0 - 5
Percentage of respondents expressing satisfaction (vs. dissatisfaction)	93% of respondents satisfied